

Defense Contract Management Command

Commander: Air Force Maj. Gen. Timothy Malishenko

Headquarters: DLA Headquarters Complex, Fort Belvoir, Va.

Mission: Provide customer focused contract management services—throughout the acquisition life cycle—around the clock, around the world.

People

Civilians..... 12,122

Military..... 576

Web site: www.dcmc.hq.dla.mil

East: www.dcmde.dla.mil

West: www.dcmdw.dla.mil

International: www.dcmc.hq.dla.mil/cassites/Intl/Intl.htm

Description: The Defense Contract Management Command (DCMC) is the Department of Defense (DoD) contract manager, ensuring acquisition programs are delivered on time, within cost, and meet performance requirements. DCMC is integral to the entire end-to-end acquisition process—from pre-award through contract closeout. Managing more than 352,000 prime contracts with remaining work of more than \$90 billion, DCMC



monitors more than 23,000 contractors.

DCMC Vision

DCMC people, teaming to provide

world class contract management services—now and into the 21st century.

DCMC is a key player on the DoD acquisition team. Prior to contract award, DCMC joins the pre-award team to help construct effective solicitations; identify potential performance risks; select capable contractors; and develop contracts that are easily administered with less risk of costly modifications. After the contract is awarded, DCMC oversees the contract to ensure product, cost and schedule compliance and, in cases of contractual delays and other unforeseen issues, DCMC helps the military services make alternative arrangements to ensure America's warfighters have the supplies and services they need.



Supporting America's warfighters is a mission DCMC performs around the clock, around the world and, into the 21st century. To help the Command anticipate customer requirements and leverage its resources effectively, DCMC established a Board of Directors (BOD). The BOD is chaired by the Under Secretary of Defense (Acquisition and Technology) and consists of the Service Acquisition Executives, key functional stakeholders from the Office of the Secretary of Defense staff, the Defense Logistics Agency (DLA) Director and the DCMC Commander.

The top-level support DCMC provides to its customers has ensured the Command a leadership role in a number of DoD acquisition reform initiatives that are guiding the Department into the next century. DCMC is leading two Management Reform Memorandums—reduction of source inspection and disposal of excess government property—and is a primary participant on a third: moving to a paper-free contracting



process. DCMC is leading two Defense Reform Initiative Decisions: paperless contract closeout and development of an end-to-end procurement process. The Command is also leading several DoD initiatives, including the Single Process Initiative, which has saved nearly \$500 million to date and is key to implementing the DoD civil-military integration movement.

The DCMC cadre of customer liaisons and program integrators work daily with DCMC customers, including Program Managers, to ensure the services DCMC provides precisely match the needs of our customers.

DCMC performs a variety of functions, including:

- ◆ Providing contract management for diverse product lines, including aircraft, space launch vehicles

and spacecraft, medical and subsistence items, electrical and electronic commodities, military vehicles, munitions, petroleum, and chemicals and lumber

- ◆ Performing price/cost analyses, overhead and contractor system reviews, financial services, property and plant clearance, transportation and packaging, and termination settlements
- ◆ Providing quality assurance by verifying contractor processes and performing final inspection and acceptance on critical items
- ◆ Providing program and technical support by analyzing cost, schedule and technical performance of contractor programs and systems
- ◆ Providing access to the services of the DLA Fraud Program. These services include training in the prevention and detection of fraud; assistance in the investigation of contract-related irregularities; and coordination of administrative remedies
- ◆ Performing integrated industrial capability analyses to support the military services' and defense agencies' major weapon systems



acquisition, logistics and readiness programs.

The DCMC mission is performed around the clock, around the world. In addition to routine contract management services performed within the United States and in foreign countries, DCMC professionals serve on the front lines alongside American warfighters in contingency operations worldwide. Since its formation in 1990, DCMC contracting professionals have served in a number of military operations and humanitarian missions, including operations in Kosovo, Bosnia, Haiti, Rwanda, and Somalia, and have provided humanitarian assistance for victims of Hurricanes Mitch and Hugo. For instance, in Operations Joint Forge/Joint Guard (Bosnia), DCMC professionals helped American warfighters establish base camps at Tuzla, Hungary, and other locations, maintain main supply



routes, and provide everyday services such as the mail, laundry, food service, and showers.

DCMC Strategic Goals

1. Deliver great customer service

2. Lead the way to efficient and effective business processes

3. Enable DCMC people to excel

DCMC's fully integrated network of customer liaisons and program integrators ensure the Command delivers great customer service. However, the second goal—efficient and effective business processes—also plays an integral role in ensuring great customer service. As a leader in the implementation of the Government Performance and Results Act, DCMC establishes performance metrics in coordination with its customers and continually measures and adjusts the Command's performance and resources to ensure optimum customer satisfaction. As a result, DCMC customer



satisfaction ratings are consistently above average. In 1998, DCMC Long Island was awarded the prestigious Presidential Quality Award (the federal government's equivalent of the Malcolm Baldrige Award). DCMC is able to achieve its first two strategic goals because the Command places a premium importance on achieving its third goal of enabling its

people to excel. An Executive Level Steering Group ensures DCMC resources are effectively allocated to allow DCMC professionals to get the training and professional development courses they need. In meeting this goal, DCMC can guarantee the right people are at the right place at the right time to support America's warfighters.

DCMC Organization

DCMC is headquartered in Ft. Belvoir, Va., and structured into three Districts (East, West, and International) which oversee 70 contract administration offices responsible for contract management performed at over 900 operating locations worldwide. ■

Contract Administration Offices

Defense Contract Management District East

DCMC Atlanta, Ga.
 DCMC Baltimore, Md.
 DCMC Birmingham, Ala.
 DCMC Boston, Mass.
 DCMC Clearwater, Fla.
 DCMC Cleveland, Ohio
 DCMC Dayton, Ohio
 DCMC Detroit, Mich.
 DCMC Hartford, Conn.
 DCMC Indianapolis, Ind.
 DCMC Long Island, N.Y.
 DCMC New York, N.Y.
 DCMC Orlando, Fla.
 DCMC Philadelphia, Pa.
 DCMC Pittsburgh, Pa.
 DCMC Springfield, N.J.
 DCMC Syracuse, N.Y.
 DCMC Boeing Philadelphia, Pa.
 DCMC GE Aircraft Engines, Evendale, Ohio
 DCMC GE Lynn, Mass.
 DCMC General Dynamics Defense Systems Pittsfield, Mass.
 DCMC Lockheed Martin Delaware Valley, N.J.
 DCMC Lockheed Martin Federal Systems, Owego, N.Y.
 DCMC Lockheed Martin Marietta, Ga.
 DCMC Lockheed Martin Orlando, Fla.
 DCMC Lockheed Martin Sanders, N.H.
 DCMC Northrop Grumman Baltimore, Md.
 DCMC Northrop Grumman Bethpage, N.Y.
 DCMC Northrop Grumman Melbourne, Fla.
 DCMC Northrop Grumman St. Augustine, Fla.
 DCMC Pemco Aeroplex Birmingham, Ala.
 DCMC Pratt & Whitney East Hartford, Conn.
 DCMC Pratt & Whitney West Palm Beach, Fla.
 DCMC Raytheon, Mass.
 DCMC Sikorsky, Conn.
 DCMC APMO, Ga.

Defense Contract Management District West

DCMC Chicago, Ill.
 DCMC Dallas, Texas
 DCMC Denver, Colo.
 DCMC Phoenix, Ariz.
 DCMC San Antonio, Texas
 DCMC San Diego, Calif.
 DCMC San Francisco, Calif.
 DCMC Santa Ana, Calif.
 DCMC St. Louis, Mo.
 DCMC Seattle, Wash.
 DCMC Twin Cities, Minn.
 DCMC Van Nuys, Calif.
 DCMC Wichita, Kan.
 DCMC Bell Helicopter Textron, Inc., Texas
 DCMC Boeing Canoga Park, Calif.
 DCMC Boeing Huntington Beach, Calif.
 DCMC Boeing Long Beach, Calif.
 DCMC Boeing St. Louis, Mo.
 DCMC Boeing Seattle, Wash.
 DCMC Hughes Los Angeles
 DCMC Lockheed Martin Astronautics, Colo.
 DCMC Lockheed Martin Missiles & Space, Calif.
 DCMC Lockheed Martin Tactical Aircraft Systems, Texas
 DCMC Northrop Grumman Hawthorne, Calif.
 DCMC Raytheon E-Systems, Inc., Texas
 DCMC Raytheon TI Systems, Inc., Texas
 DCMC Raytheon Tucson, Ariz.
 DCMC Stewart & Stevenson Services, Inc., Texas
 DCMC Thiokol, Utah

Defense Contract Management District International

DCMC Americas
 DCMC Northern Europe
 DCMC Pacific
 DCMC Middle East
 DCMC Southern Europe